

Trash Service Survey Results

Thank you to all that filled out the survey. I received 27 responses from 22 neighborhoods. The results were collected from May 1 – May 20, 2008. There are over 5,000 homes represented.

The results have been compiled and are attached. If you do not see your neighborhood on the list, please fill out the online survey. Please call 317-896-5570 for the password.

SUMMARY

Service Provider

Of the homes, 31% use Ray's; 64% use Republic; and 4% use Waste Management

Contracts

About 25%, over 1,000 of the homes are in a position to immediately negotiate a contract. Another 2,500 need to find out if they are in a contract or if they know they are in a contract, whether or not there is a penalty. Over 1,500 have a contract with an expiration date, but many of those will be up at the end of 2008.

Prices – By Biller

As we thought, there were differences in the prices. For service (not including recycling), the range is \$8-\$25 monthly. The disparity I noticed was in who was being billed. For the HOA billing residents, the price was a lot less than if the individuals were billed. That also holds true for recycling.

Prices – By Service Provider

Most of the respondents used Republic so we have more information for Republic. From the numbers reported, there were still large ranges within the service providers. The average quarterly rate for Ray's (no recycling) was \$40; Republic \$54; Waste Management \$68.

Service Days

The service days are split with 59% having trash pickup on Thursdays and 41% on Wednesdays.

Heavy Trash Pickup

Most of the respondents did have heavy trash pickup through their trash service providers. The fees ranged from no cost to \$25 minimum when billed through HOA. When the individual is billed, the fees range from no fee to a \$50 charge.

Leaves and Limbs Pickup

Many of the respondents had leaves and limbs pickup available through their trash service provider. The fees are from free to \$25.

TRASH SERVICE SURVEY	Total # of				Contract	Day of	TSP	Fee for	Heavy	Organic	Leaves and	Recycling	Monthly Fee	Monthly	Quarterly	Annually	Billed	Billed to	Total	Total	Total	Total Costs for Respondent						
	Homes	Ray's	Republic	WM																			End	Provider	Week	provides	container?	Trash
Centennial (1175 at buildout)	874	874			1/1/2012	Ray's	Wed	Resident	\$36/yr for large	Y	\$10 an item	Y	free	Ray's	free	N	\$42/yr with bin	\$12	\$8	\$24	\$96	Monthly	HOA	\$8			\$8 plus 3% surcharge (not incl)	
Springmill Villages	390	390			1/1/2009	Ray's	Thurs	Resident	there is a fee	Y	\$10 min	N				N		\$8	\$24	\$97	Monthly	HOA	\$8				\$8.05	
Setters Run	177		177		1/1/2009	Republic	Wed	Y		Y	\$25 min	?		Republic	\$25 per lar	N	\$6.5 ind, if 80% 3.25/mo	\$16	\$9	\$27	\$108	Monthly	HOA		\$9		\$9 incl fuel surcharge	
Mulberry Farms	79		79		9/1/2009	Republic	Thurs	Y		Y	No cost	Y		Republic	free	Y	\$9.79/mo	\$10	\$10	\$29	\$117	Monthly	HOA		\$10		\$9.79 incl fuel/enviro fee	
Countryside	974		974			Republic	Thurs	Y		Y	?	?				N	\$5.5/mo	\$16	\$10	\$30	\$120	Monthly	HOA		\$10		\$10	
Crosswind Commons	63		63			Republic	Thurs	Y		Y	Once monthly, no charge	N		Republic		N	\$7/mo	\$18	\$11	\$33	\$132	Monthly	HOA		\$11		\$11	
Bridgewater Club	150		150			Republic	Wed	Y	2 free, addl tote \$12	Y	addl fee applies	N		?		N	\$13.5/qtr	\$17	\$12	\$36	\$144	Quarterly	Ind		\$31		\$36.12 incl fuel surcharge of \$4-\$5	
Beacon Pointe	104		104		4/1/2010	Republic	Wed	Y		Y	based on amt call for quote, case-by-case	N		call	based on a	N	\$6.25/mo	\$18	\$12	\$35	\$138	Monthly	HOA		\$12		\$12.20 incl fuel surcharge that varies	
Brookside	100		100			Republic	Wed	Y		Y		?				Y		\$16	\$16	\$47	\$190	Yearly	HOA		\$15.80/mo		\$189.60 yearly No fuel surcharge	
Oak Manor	110		110		annually?	Republic	Wed	Y		Y	?	Y		Republic		Y		\$16	\$16	\$47	\$190	Yearly	Developer		\$15.80/mo		\$15.80 incl fuel and recycling	
Coverdale	56	2	49			Ray's	Wed	Y	\$9	Y	Once monthly, no charge	Y				N			\$17	\$51	\$203	Quarterly	Individual	\$51	\$62		\$50.64	
Quail Ridge/Pine Ridge	325	40	275	10		Republic	Thurs	Y	1 free, addl tote \$10	Y	\$15 avg	?				N	\$25/qtr	\$26	\$17	\$52	\$208	Quarterly	Individual	\$52			\$52 incl \$9 surcharge	
Silver Lakes	47	2	44	1		Republic	Thurs	Y	waive per contract	Y	2x a yr w/ apt	Y	free	Republic	free	N	\$3-\$3.5+tax	\$22	\$18	\$53	\$212	Quarterly	Individual	less	\$53	more	\$52.92 incl fuel/enviro fee of \$5.76	
Shadow Lakes	55	2	53			Republic	Wed	Y		?		?		Republic	free	N	\$9?	\$27	\$18	\$54	\$216	Quarterly	Individual		\$54		\$54	
Village Farms	765	100	600	65		Republic	Thurs	Y		?		?		Republic		N	\$16.5-\$19.50 plus \$4.50 for extra container rental	\$22	\$18	\$54	\$216	Quarterly	Individual	\$63 with recycling	\$54 w/o recycling - \$67 with	\$75	\$54 w/o rec- \$91 with rec incl. Fuel surcharge \$5.97 w/o rec - \$12.18 with rec	
Ashfield	81	2	77	1		Republic	Thurs	Y	\$2.50	Y	?	N		Lawn mowing contract		N			\$21	\$62	\$248	Quarterly	Individual	\$50	\$62-\$75	\$55	\$250 annual w/ 3% fuel surcharge	
Broadway Edition	30	2	20	8		Republic	Thurs	Y	1 free, addl tote pay	Y	\$50 charge	Y	.50/bag	Republic	.50/bag	?			\$21	\$63	\$252	Quarterly	Individual		\$63	\$74.95	\$63.12 incl fuel surcharge	
Silver Thorne	157	5	150	3		Republic	Wed	Y		?		?		Republic	free	N			\$22	\$64	\$256	Quarterly	Individual		\$64		\$64.83 incl fuel surcharge	
Grassy Knoll	88	20	60	8		Republic	Thurs	Y		Y	?	Y				N			\$23	\$70	\$280	Quarterly	Individual		\$70		\$70	
Sandpiper Lakes	283	100	100	80		Republic	Wed, Thurs	Y	\$25	?		N				N			\$23	\$70	\$280	Quarterly	Individual		\$70		\$70	
Woodside Estates	15		14	1		Republic	Wed	Y		N		N				N			\$25	\$76	\$302	Quarterly	Individual		\$76		\$75.60 incl \$10.02 fuel surcharge	
Springdale Farms	92	30	32	30	1/1/2009	Republic/Ray's	Thurs	Y	no	Y	no fee	Y		Ray's		N			\$21.34/\$13	\$39/\$64	\$156/\$256	Quarterly	Individual	\$39	\$64		\$39 No fuel surcharge; \$64.02 incl fuel surcharge	
Total	5015	1569 31%	3231 64%	207 4%																								Source: Self Reported by Neighborhoods